

# **RGM: Learning to Lead**

DAY 1: Wednesday, April 19, 2006

<b>8:30–9:00</b>	<b>Introductions &amp; Expectations</b>
<b>9:00-10:00</b>	<b>The Supervisor's Job</b> <ul style="list-style-type: none"><li>♦ Giving Clear Instructions</li><li>♦ Termination Interview</li></ul>
<b>10:00-10:15</b>	<b>Break</b>
<b>10:15-12:00</b>	<b>The Comfort Zone</b> <ul style="list-style-type: none"><li>♦ Delegation</li></ul>
<b>12:00-1:00</b>	<b>Lunch</b>
<b>1:00-2:45</b>	<b>Increasing Your Interpersonal Effectiveness</b> <ul style="list-style-type: none"><li>♦ Observable Behavior Styles</li></ul>
<b>2:45-3:00</b>	<b>Break</b>
<b>3:00-4:30</b>	<b>Understanding Employee Behavior</b> <ul style="list-style-type: none"><li>♦ Getting Ees to Do What They're Supposed to Do</li><li>♦ Motivation</li></ul> Homework Assignment

**Please fill out your Feedback forms**



# **RGM: Learning to Lead**

DAY 2: Thursday, April 20, 2006

<b>8:15-8:30</b>	<b>Network/Travel</b>
<b>8:30-10:00</b>	<b>Debrief Homework</b>  <b>Communication Skills</b> <ul style="list-style-type: none"><li>♦ Effective Listening Skills</li><li>♦ Feedback</li><li>♦ Leveling</li></ul>
<b>10:00-10:15</b>	<b>Break</b>
<b>10:15-12:00</b>	<b>Performance Coaching</b> <ul style="list-style-type: none"><li>♦ Performance Discussion</li><li>♦ Documentation</li></ul>
<b>12:00-1:00</b>	<b>Lunch</b>
<b>1:00-2:45</b>	<b>Hiring Winners</b> <ul style="list-style-type: none"><li>♦ Interview Questions that won't get you into trouble</li><li>♦ Behavior based interviews</li></ul> <b>Employment Laws Affecting Managers</b> <ul style="list-style-type: none"><li>♦ Employment at will</li><li>♦ Discrimination and harassment</li></ul>
<b>2:45-3:00</b>	<b>Break/Travel</b>
<b>3:00-4:15</b>	<b>Goal Setting for Success</b> <ul style="list-style-type: none"><li>♦ SMART process</li><li>♦ Program conclusion</li></ul>
<b>4:15-4:30</b>	<b>Questions/Answers</b> <b>Feedback/Wrap-up</b>

**Thank you for filling out your Feedback forms!**

